

**MARYLAND GENERAL ASSEMBLY
DEPARTMENT OF LEGISLATIVE SERVICES
Office of Information Systems**

RECRUITMENT NOTICE

Position: Technical Support Analyst (IS Technical Analyst/Engineer I)
Regular, Full-Time Position

Salary: \$44,000 - \$60,000, commensurate with experience

Principal Duties:

- Provide technical assistance and support for issues related to computer systems, software and hardware.
- Perform annual hardware and software upgrades in a team environment and independently.
- Identify technical problems with local area networks and wireless connections.
- Effectively troubleshoot local and network printers.
- Diagnose, troubleshoot, and resolve technical issues in person, over the phone, or remotely in a timely manner.
- Utilize Help Desk Management Application to track calls, tickets, and inventory.
- Lift, unpack, pickup standard desktops, laptops, printers and associated hardware and deliver to DLS offices within the complex.
- Assist with special projects as needed.

Qualifications:

- Bachelor's Degree from an accredited college or university in Computer Information Technology, Computer Science, Management Information Systems or other information technology related field.
- Excellent communication and customer service skills necessary to assist non-technical users with computer systems and applications.
- Working knowledge of Microsoft Windows 7, 8 or 10, Microsoft Office 2013 (Word, Excel, and Outlook).
- CompTIA A+ certification preferred; if not, must complete within one year of hire date.
- Available to work overtime as required to meet legislative deadlines.

Office is located in beautiful historic Annapolis downtown area; new and exciting projects; excellent working environment with opportunity to be involved in evaluation and implementation of new technologies in a Microsoft Windows environment.

Send resume and letter of interest by *October 20, 2017* to:

Department of Legislative Services, Human Resources

90 State Circle, Room 311

Annapolis, Maryland 21401-1991

Fax: 410-946-5140 or 301-970-5140

e-mail: jobs@mlis.state.md.us Website: <http://mgaleg.maryland.gov>

Code 12/17W (Required on all Resumes)

The Department of Legislative Services is an equal employment opportunity employer and will not discriminate against any employee or applicant for employment in a manner that violates law, regulation or legislative policy.